



Administrator Portal Guide

Multi-Tenant

External Document
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CellGate Readers



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Introduction

The **CellGate TrueCloud Connect Portal** serves as a powerful and user-friendly platform for remotely managing property access. It can connect to all CellGate devices and manage resident access, visitor access, open/close schedules, etc. This guide describes how to use the Portal to do the following, among many other functions:

- **Create Users:** Users are anyone who has an account within the Portal. This allows them to be given access methods, restrictions, be put into Groups, etc.
- **Create Virtual Keys:** Virtual keys are digital access methods that do not require a physical fob or card, such as QR codes and PIN codes. Temporary keys can be created which are meant for multiple people to enter the property during a limited period of time, intended for parties or other gatherings. Single-use keys can be created which are access methods that can only be used once, intended for deliveries, or other visitors that only need to access the property once.
- **Create Schedules:** Schedules are time periods that devices, gates, and doors are able to be accessed, held open for a certain amount of time, or access restrictions imposed upon specific Users. The same schedules can be imposed on multiple devices and multiple Users simultaneously.

This guide stands as a foundational resource to make the most of the Portal's capabilities and maintain secure, well-managed property access.

Web Portal Navigation

Log into the Web Portal at **user.zapopen.com** with your email address and password.



The navigation bar displays at the top of the Portal. The options are defined below:

1. The **Dashboard** icon returns you to the Dashboard. In the Dashboard, you can view all of the property locations on your account, and each device at those locations. You can also view and filter all the installed CellGate devices and their activity logs. (See page 7.)
2. The **Manage Callgroups** icon lets you view, create, edit and import Callgroups. (See page 14.)
3. The **Users** icon allows you to edit User information and permissions and to add and delete users. (See page 32.)
4. The **Groups** icon opens your groups. From this screen you can create additional groups, change group restrictions and permissions, and update members in the group. Single-tenant properties do not have access to this option. (See page 54.)
5. The **Templates** icon lets you create Schedule Templates and User Group Restriction Templates. You can use templates to create and save schedules that you often use. You can also use templates to create schedules for unusual times, when you need to ignore any programmed schedule. Single-tenant properties do not have access to this option. (See page 78.)
6. The **Logs** icon shows the recent activity on each of your gates. You can export this information to manage it in Excel. (See page 84.)
7. The **My Account** icon allows you to edit your account information, including your account contact information. You can add and remove contacts, and update address and timezone information. (See page 86.)
8. The **Billing** icon allows you to view your billing information, including your billing contact. You can see the amount billed to you each billing period and view recent invoices. (See page 90.)
9. The **Basic Mode** contains fewer functions than **Advanced Mode**. (See page 92.)

Dashboard

The Dashboard is the first screen you see when you log into the Portal at **user.zapopen.com** with your email address and password.

In the Dashboard, you can view all of the property locations on your account, and each device at those locations. You can also view and filter all the installed CellGate devices and their activity logs.

The options are defined below:

Manual First In Schedule

See a list of all active and inactive First In Schedules

FIRST IN SCHEDULE

Manual First In Schedule

EPM Test location - #70140

01 - Watchman Gate Inactive

Zoiper app on Andre PC - #59094

01 - Watchman Gate Inactive



Trigger Gate

Open, close, and hold open the gate



Take Picture

Take a photo from the gate's camera



Edit

Edit the name of the gate (pg. 8)



Logs

View recent logs from the device (pg. 8)



Schedule

Set a schedule for this gate (pg. 9)



Notifications

Set up text and email notifications for activity at the gate (pg. 13)



Edit the name of the gate

When you click the **Edit** button, the box to the right will appear.

Here, you can edit the name of the gate and its description.

Edit Gate Device

Name Watchman Gate

Description Gate 1

Save

Cancel



View recent logs from the device

When you click on **Logs**, you will see a record of the most recent 500 interactions with that device over the last 45 days.

The **Log Filter** allows you to filter interactions by the criteria on the right. (The Log automatically filters for the device selected.)

Log Filter

Zone/Level

Install Location

Code/Credential

Zap Open Number

Phone Number

Callgroup Name

Virtual Key Name

Name

Log Types ☒ Images ☒ Devices ☒ Alarms ☒ Device Actions ☒ Access

Date From... To...

12 : 00 AM 11 : 59 PM

Timezone (UTC -5) Central Standard Time

Response ☐ Successful ☐ Failed ☐ Pending

Filter By Schedule ☐ Schedule

Filter By Virtual Key ☐ Virtual Key

Filter

Clear

The Activity box will display the results of the filter.

Activity

Export

Happened On	Device	Initiated By	Action	Response
04/01/2025 11:36 am CST	Gate Status Entria Testing / 88566	Device	Gate Closed	Success



Set a schedule for this gate

Here you can set a Hold Open and First In schedules for the gate.

You'll see the following windows.

EPM Test location - First In Schedule

Require First In
Schedule ?

Yes No

Groups allowed to
First In Schedule

Select

First In Schedule
Window

1 Hour

0 Minu

Save

Cancel

EPM Test location - Watchman Gate EDIT SCHEDULE

WEEKLY

+ Add

First In Schedule: ☒ Schedule: ☒

Start Date

End Date

12 1 2 3 4 5 6 7 8 9 10 11 12 1 2 3 4 5 6 7 8 9 10 11 12
AM AM AM AM AM AM AM AM AM AM AM AM PM PM PM PM PM PM PM PM PM PM PM PM AM

No Times Set

ALTERNATIVE
SCHEDULES &
BLACKOUTS

+ Add

12 1 2 3 4 5 6 7 8 9 10 11 12 1 2 3 4 5 6 7 8 9 10 11 12
AM AM AM AM AM AM AM AM AM AM AM AM PM PM PM PM PM PM PM PM PM PM PM PM AM

No Times Set

Save

Cancel

 EPM Test location - First In Schedule

Require First In Schedule ?

Yes

No

Groups allowed to First In Schedule

Select

First In Schedule Window

1 Hour

0 Minu

Save

Cancel

In this window, you will determine whether or not to allow **First In Schedule**.

First In Schedule: This makes the beginning of a schedule (such as a gate being held open for entry) contingent upon someone with proper credentials opening the gate. For example, perhaps a department store creates a schedule for their doors to be held open from 6am to 10pm. However, they also set a First In schedule. This means that the doors will not open until an employee with credentials arrives and opens the doors. After that, the schedule will trigger and the doors will hold open until 10pm.

Determine the following options:

Require First In Schedule? This requires the devices to receive proper credentials before triggering the schedules.

Groups Allowed to First In Schedule: This identifies which Group credentials will successfully trigger Hold Open schedules to begin. Other group credentials will allow those members to enter, but will not trigger the schedules.

First In Schedule window: This allows specific Group credentials to trigger the Hold Open schedule before it officially begins. For example, perhaps a department store creates a schedule for their doors to be held open from 6am to 10pm. However, they set the First In schedule window for 2 hours. This means that someone with proper credentials can enter at 4am and trigger the schedule 2 hours early. Then the schedule will hold open until 10pm.

End Date

[illegible]

End Date

After specifying start and end dates, click [+ Add](#)

First In Schedule:  Schedule: 

Green: First In Schedule

Cancel

ALTERNATIVE SCHEDULES & BLACKOUTS

+ Add

12 1 2 3 4 5 6 7 8 9 10 11 12 1 2 3 4 5 6 7 8 9 10 11 12

AM AM AM AM AM AM AM AM AM AM AM AM PM PM PM PM PM PM PM PM PM PM PM PM PM PM AM

To add an alternative schedule or blackout, click **+Add**.

You'll see the window to the right.

Specify if it's a **Hold Open** (alternative schedule) or **Blackout**.

Specify a start date, end date, and the times during those days for the schedule.

The Start Date and End Date are required.

Click **Save**.

ADD A TIMEFRAME

Schedule Type

Hold Open

Title

Start Date

10 : 50 AM

End Date

10 : 50 AM

Save

Cancel

First In Schedule:

Schedule:

The bottom of the window shows a visual representation of the created schedules.

Blue: Schedule

Green: First In Schedule



Set up text and email notifications for activity at the gate

You can set up notifications to be sent when specific interactions happen with your devices:

- When a gate opens or closes
- When a picture is taken
- When a gate is propped open
- And other interactions

Find the interaction you want to be notified about, and click **+Add**.

Choose how the notification should be sent, whether email or text (SMS). Photos can be sent via MMS to a cell phone number.

Then input the email address or phone number the notification should be sent to.

Watchman Gate Notifications	
Opened	+ Add
Scheduled Message Failure	+ Add
Internal Camera Notifications	
Picture Taken	+ Add
Gate Status Notifications	
Closed	+ Add
Open	+ Add

Add a Notification

Notification Type
Opened

Contact how?

[Save](#) [Cancel](#)





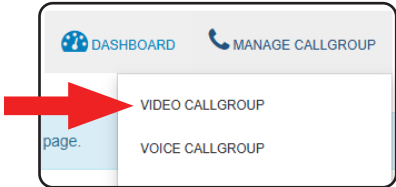
Manage Callgroups

Visitors to a property are able to make calls through a Watchman device. That call goes to a group of assigned individuals (dialed in a certain order) named a Callgroup.

You can filter your Callgroups by Display Name, Address, Phone Number, or by the Device itself. To use this feature, type the information you would like to filter for, then click the **Filter** button. You can choose to see whether the user has already created a login (Login Active) and whether the Callgroup is active (View CallGroup Active).

Each Watchman device can support up to 50 Callgroups.

Video Callgroup



 Copy All

Copies all Callgroups from one device to another (pg. 15)

 Resend Notifications

Resend invitations for people to be included in Callgroups (pg. 15)

 Copy to Devices

Copy selected Callgroups to your device (pg. 16)

 Remove

Remove selected Callgroups (pg. 16)

 Add

Add a Callgroup (pg. 17)

 Export

Export selected Callgroup to a spreadsheet (pg. 18)

 Edit Callgroup

Edit the Callgroup information: name, address, phone number, etc. (pg. 18)

 Copy All

Copies all Callgroups from one device to another.

When you click **Copy All**, the window to the right will appear.

From Device: The device containing the desired Callgroup.

To Device: The device that will be given the copies of the Callgroup.

Copy All Callgroups From Device

Please select From device and To device to Copy All callgroups.

From Device

63443 - WTM-M2 - firmware t... ▼

To Device

85059 - W480 - 480 w/ 2 exp ... ▼

Select

Cancel

 Resend Notifications

Resend invitations for people to be included in Callgroups.

When you click **Resend Notifications**, the window to the right will appear.

This function will notify individuals that they've been included in a Callgroup.

Notification Type: Email, SMS, or Both

Sending Option: Send Now, Schedule it for later. If scheduled for later, then choose a date and time for the notifications to be sent.

Send/Schedule Notifications

Notification Type

Email ▼

Sending Option

☒ Send Now ☐ Schedule it for later

Send

Cancel

 Copy to Devices

Copy selected Callgroups to your device

When you click **Copy to Devices**, the window to the right will appear.

From Device: The device containing the desired Callgroup to be copied.

To Device: The device that will be given the copies of the Callgroup.

Video Callgroup - ×

Please select the device to associate with the Video Callgroup.

Device	Pushed To Device
☒ 85501 - WXL-M2 - WXL w/2 boards	☐
☐ 50482 - WTM-M - Tech Support Room	☐
☐ 63443 - WTM-M2 - firmware testing	☐
☐ 81624 - WTM-S2 - install point	☐
☐ 85059 - W480 - 480 w/ 2 exp boards	☐
☐ 85502 - WXL-M2 - WXL ATT	☐
☐ 86617 - W461 - desktop	☐
☐ 88252 - WTM-S2 - 57470	☐

Select Cancel

 Remove

Remove selected Callgroup

Voice Callgroups

	Group Name
☐	Academy
☒	test1111



Do you want to delete users associated with the selected CallGroup(s)? ×

Note: Admin users or users in other groups will not be deleted

Yes Delete all users No Only delete callgroup(s)

Click the checkbox next to any number of Callgroups, then click **Remove**.

The box to the right will appear. You can choose to delete all the users in the Callgroup or just the Callgroup itself.



Add a Callgroup

Assign To Device

These are the devices that will call the Callgroup currently being created.

When you click this button to add a Video Callgroup, the following windows open:

Video Callgroup

Swap

Go to Add User Wizard

Display Name:

Address:

Devices:

[Assign To Device](#)

The **Display Name** is the name of the Callgroup. The name should be 5-15 characters long.
The **Address** is optional.

Cellgate App Calls - all users simultaneously called for 30 seconds

Select...

First
Called

Select...

Select...

The **First Called** users are called first when visitors try to enter.

Cellgate App Calls - all users simultaneously called for 30 seconds - (Optional Skipped if empty)

Select...

Second
Called

Select...

Select...

If none of the First Called users answer, this second group is called.

Telephone Entry Calls - All numbers are called simultaneously for 30 seconds

Telephone entry calls will ring last in sequence. Calls will come from 972-231-1999. Press * to allow visitors to enter.

() - - -

Third
Called

() - - -

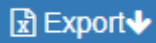
() - - -

If none of the Second Called users answer, this third group is called.

Cancel

Save All

Each individual can appear in multiple Video Callgroups.

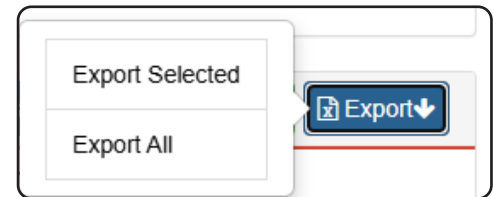


Export

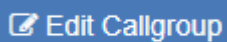
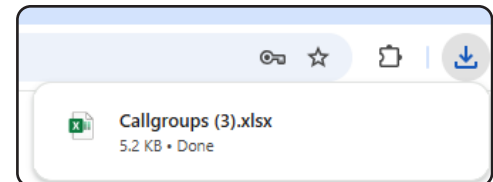
Export selected Callgroup to a spreadsheet

This button allows you to export all the members of a Callgroup and their information (address, phone number, etc) into a spreadsheet.

You can either export just the Callgroups you select, or every Callgroup in the system.



Once you select an option, the Callgroups will export into a downloadable .xlsx spreadsheet that can be opened with Microsoft Excel.



Edit Callgroup

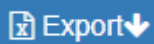
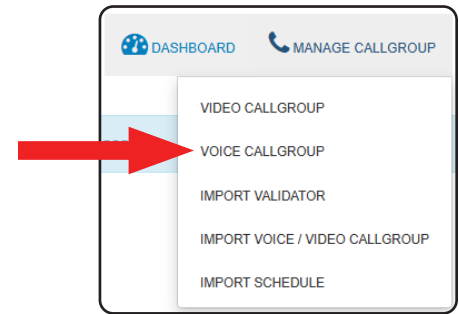
Edit the Callgroup information: name, address, phone number, etc.

When you click this button, you'll be brought to the same screen as when the Callgroup was created (see page 13). You can edit the Display name, address, First Called, Second Called, and Third Called information.



Voice Callgroup

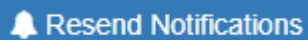
Voice Callgroups function the same as Video Callgroups, but without the video option.



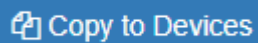
Export selected Callgroup to a spreadsheet (pg. 24)



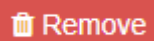
Copies all Callgroups from one device to another (pg. 21)



Resend invitations for people to be included in Callgroups (pg. 22)



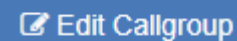
Copy selected Callgroups to your device (pg. 22)



Remove selected Callgroups (pg. 22)



Add a Callgroup (pg. 23)



Edit the Callgroup information: name, address, phone number, etc. (pg. 24)

 Copy All

Copies all Callgroups from one device to another.

When you click Copy All, the window to the right will appear.

From Device: The device containing the desired Callgroup to be copied.

To Device: The device that will be given the copies of the Callgroup.

Copy All Callgroups From Device

Please select From device and To device to Copy All callgroups.

From Device

63443 - WTM-M2 - firmware t... ▼

To Device

85059 - W480 - 480 w/ 2 exp ... ▼

Select

Cancel



Resend Notifications

Resend invitations for people to be included in Callgroups.

When you click **Resend Notifications**, the window to the right will appear.

This function will notify individuals that they've been included in a Callgroup.

Notification Type: Email, SMS, or Both

Sending Option: Send Now, Schedule it for later. If scheduled for later, then choose a date and time for the notifications to be sent.

Send/Schedule Notifications

Notification Type

Email ▼

Sending Option

☒ Send Now ☐ Schedule it for later

Send

Cancel

 Copy to Devices

Copy selected Callgroups to your device

When you click **Copy to Devices**, the window to the right will appear.

From Device: The device containing the desired Callgroup to be copied.

To Device: The device that will be given the copies of the Callgroup.

Video Callgroup - ×

Please select the device to associate with the Video Callgroup.

Device	Pushed To Device
☒ 85501 - WXL-M2 - WXL w/2 boards	☐
☐ 50482 - WTM-M - Tech Support Room	☐
☐ 63443 - WTM-M2 - firmware testing	☐
☐ 81624 - WTM-S2 - install point	☐
☐ 85059 - W480 - 480 w/ 2 exp boards	☐
☐ 85502 - WXL-M2 - WXL ATT	☐
☐ 86617 - W461 - desktop	☐
☐ 88252 - WTM-S2 - 57470	☐

Select
Cancel

 Remove

Remove selected Callgroup

Voice Callgroups	
☐	Group Name
☐	Academy
☒	test1111



Do you want to delete users associated with the selected CallGroup(s)? ×

Note: Admin users or users in other groups will not be deleted

Yes Delete all users
 No Only delete callgroup(s)

Click the checkbox next to any number of Callgroups, then click **Remove**.

The box to the right will appear. You can choose to delete all the users in the Callgroup or just the Callgroup itself.



Add a Callgroup

Assign To Device

These are the devices that will call the Callgroup currently being created.

When you click this button to add a Voice Callgroup, the following windows open:

Voice Callgroup

Group Name:

Description:

*Press * or 9 to open the gate*Devices: [Assign To Device](#)

The **Display Name** is the name of the Callgroup. The name should be 5-15 characters long. The **Description** is optional.

Telephone Entry Calls - All numbers are called simultaneously for 30 seconds

First Called

() - -

() - -

() - -

The **First Called** users are called first when visitors try to enter.

Telephone Entry Calls - All numbers are called simultaneously for 30 seconds

Second Called

() - -

() - -

() - -

If none of the First Called users answer, this second group is called.

Telephone Entry Calls - All numbers are called simultaneously for 30 seconds

Third Called

() - -

() - -

() - -

If none of the Second Called users answer, this third group is called.

Each individual can only appear in one Voice Callgroup, not multiple.

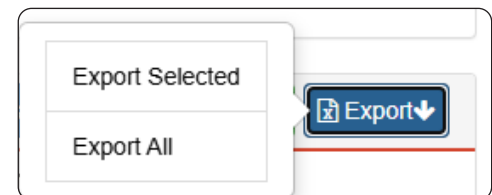


Export

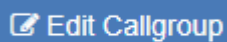
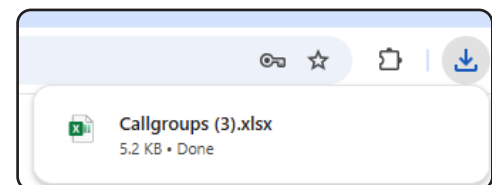
Export selected Callgroup to a spreadsheet

This button allows you to export all the members of a Callgroup and their information (description, phone number, etc) into a spreadsheet.

You can either export just the Callgroups you select, or every Callgroup in the system.



Once you select an option, the Callgroups will export into a downloadable .xlsx spreadsheet that can be opened with Microsoft Excel.



Edit Callgroup

Edit the Callgroup information

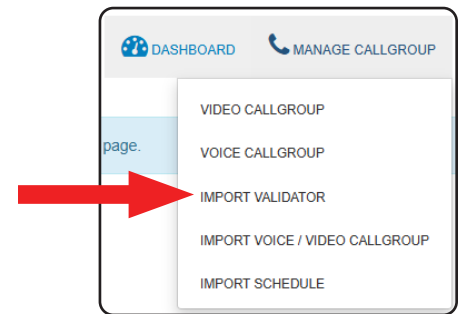
When you click this button, you'll be brought to the same screen as when the Callgroup was created (see page 23). You can edit the Display name, description, First Called, Second Called, and Third Called information.



Import Validator

This can be used to import large spreadsheets of resident information, so you don't have to manually enter it into the Portal.

Click **Standard Template**.



Import File No file chosen

Download Sample Import Files [Standard Template](#) 

You'll see four different templates, each with different requirements for resident information:

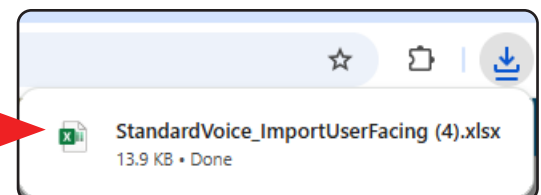
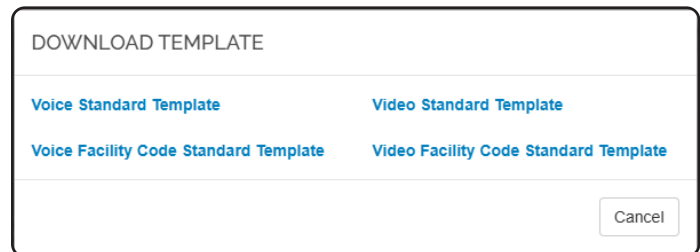
Voice Standard Template

Voice Facility Code Standard Template

Video Standard Template

Video Facility Code Standard Template

Download the one you need and fill in the details. 



When you've finished putting information into the template, upload it to the Portal by clicking **Choose File**. Once the file is uploaded, click **Start Validation**.

Import Validator File

Import File

Choose File No file chosen

Download Sample Import Files

[Standard Template](#)

Start Validation

Clear

The validation will process. If there are errors, then download the error log, fix the errors in the spreadsheet, and reupload.

1 of 1 records processed

100% Complete

Records Imported

0

Import Errors

1

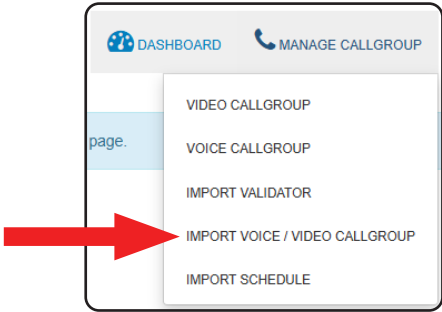
[Downloaderror.log](#)



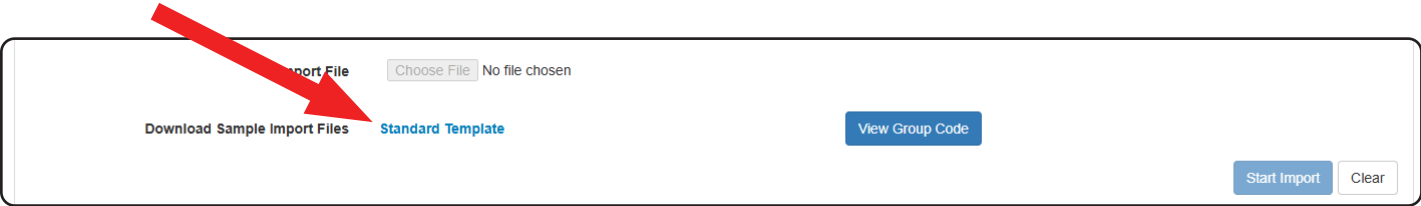
Import Voice / Video Callgroup

You can import lists of individuals into Callgroups without manually creating them inside the Portal.

You must use the CellGate Excel spreadsheet, available on the Portal, to import new information.

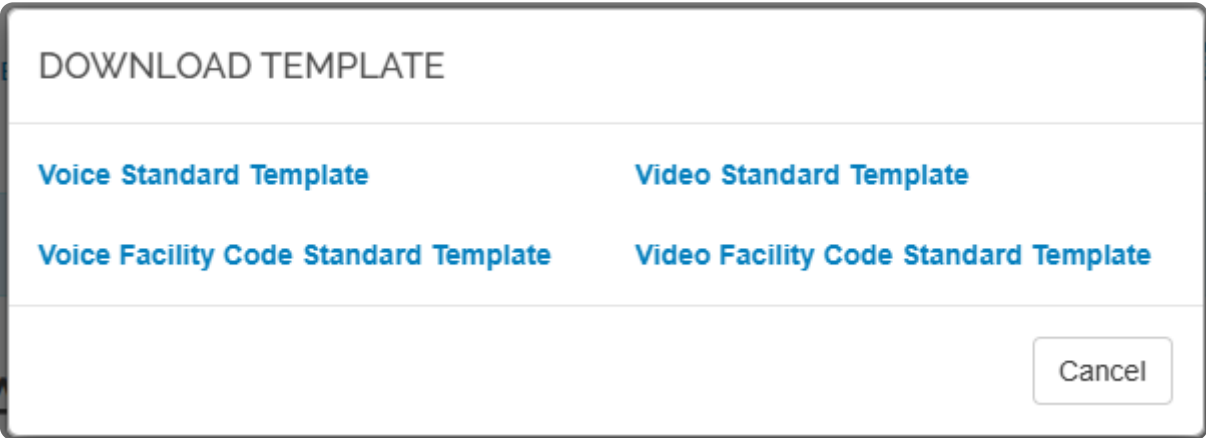


Click **Standard Template**.



You'll see four different templates, each with different requirements for resident information:

- Voice Standard Template
- Voice Facility Code Standard Template
- Video Standard Template
- Video Facility Code Standard Template



Download the template you need, and click **View Group Code**. Group codes are used to identify specific groups. Group Codes can be used to impose that Group's permissions on any User who is assigned that Group Code. Use these codes to fill out the spreadsheet.

Select the checkbox next to a Group. When you import the spreadsheet, users not assigned a group will automatically be assigned to that group. Click **OK**.

View Group

Search....

- Select a default group to import into.
- All blank group entries in the import file will be imported to the selected group.
- All other entries will be imported into the selected group in the import file.

Select	Group Name	Group Code
☒	Account Admin	GC00001
☐	Dealer Admin	GC05863
☐	Property Manager	GC00004
☐	Video Callgroup User with Remote Access	GC00008
☐	Credential Only User	GC00026

OK Cancel

When you've finished putting information into the template, upload it to the Portal by clicking **Choose File**. Once the file is uploaded, click **Start Import**.

Upload Callgroup File

Import File No file chosen

Download Sample Import Files [Standard Template](#) [View Group Code](#)

[Start Import](#)

Import Review

Property administrator email:

Example of email callgroup manager will be receiving:

Cellgate

WATCHMAN®

Dear XX, you are receiving this email because XX is installing a Watchman telephone entry system. Take these [2 Easy Steps](#) to set up and activate your callgroups:

IMPORTANT - to receive calls and video from the gate, callgroups MUST be set up.

- **STEP 1: download the CellGate App.**
 - Click here for iOS → [\[App Store\]](#)
 - Click here for Android → [\[Google Play\]](#)
- **STEP 2: Create a password by clicking on the link below.**
 - Username: {{masterUserName}}
 - Password: #
{{ResetLink}}

**note, password must be a minimum of 8 characters and must include at least one number and one letter; cannot be all caps. After you have created your password, you will then be able to add users and set up your callgroup.*

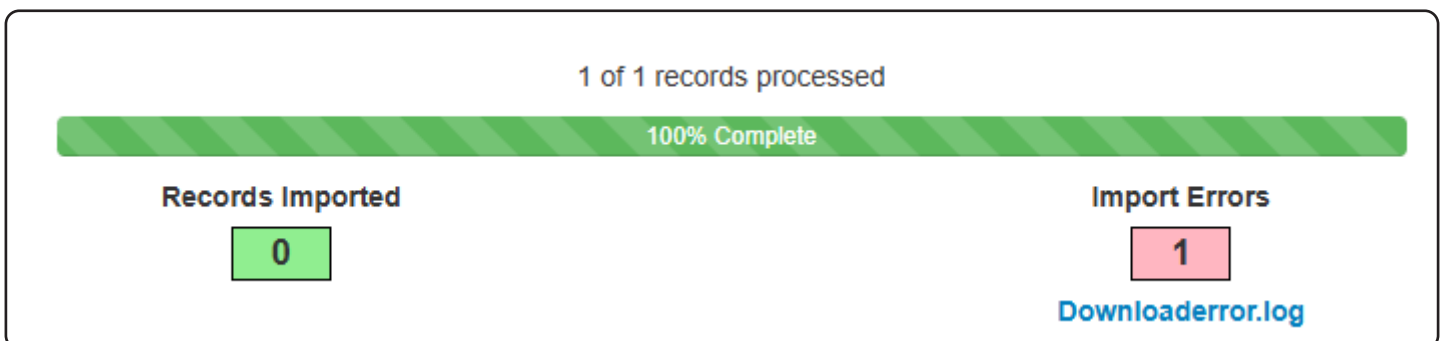
If you have any questions, please call your property manager. For your reference, here's a link to the CellGate App Guide: [Download](#)

We hope you enjoy your new Watchman system.

Example Phone text callgroup manager will be receiving:

XX has a new entry system. To receive video calls from visitors on your phone, click the link [Link](#) to create your login. For questions, please contact administrator XX at XXXXXXXXXX.

Include the property manager's email, then click **Import Now**.

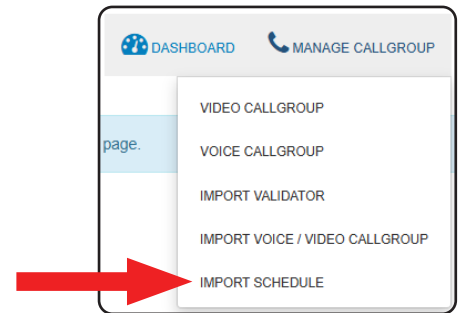


Once completed, the property manager will receive a review of the import through email. If there are any errors, you'll need to make corrections to the Excel sheet, reupload, and reimport.

Import Schedule

The Import Schedule page is disabled.

For help with importing a schedule, please contact CellGate Technical Support.



IMPORT SCHEDULES

Import Schedules

No Schedules



[+ Add User](#)

Add a User

On the next page, fill out the following information for the User.

First Name: This is the only required field.

Last Name

Email

Phone Number

Timezone

Notes

Then click **Next**.

ADD USER

USER DETAILS

USER PROFILE

ACCESS LOCATIONS & RESTRICTIONS

ACCESS METHODS

[Add New User](#)

WHO DO YOU WANT TO ADD TO THE SYSTEM? ?

First Name Last Name Email Phone Number

Timezone

(UTC -5) Central Standard Time

Notes

Next

On the next page, identify the following information about the User.

User Type: Admin, Resident/Employee, Visitor

User Group: Here you'll identify which Group the User should be placed in.

ADD USER

USER DETAILS

USER PROFILE

ACCESS LOCATIONS & RESTRICTIONS

ACCESS METHODS

[Add New User](#)

WHAT GROUP SHOULD TEST USER BE IN? ?

User Types

Select...

User Group

Select...

Help ?

Back

Next

Restrictions

Add Restrictions: If you select **No**, then the User Group will have full access to the selected entrance, at any time and any day, until the restrictions are changed. If you select **Yes**, then fill in the details.

Add Restrictions

On the left side of the screen, you'll see this:



This is a list of all entrances to the property (as defined by devices and relays).

Check the boxes for any entrances you want the User Group to access.

Click **+ Add Restriction** next to any entrance you want to add specific restrictions to.

Access to All Properties / Install Locations?

YesNo

Search....

☐ Tech Demo

☐ Tech Support Room

☒ #50482 WTM-M

+ Add Restriction

☐ Front Gate

☐ firmware testing

☐ WXL w/2 boards

☐ 480 2/exp testing

☐ 480 w/ 2 exp boards

☐ OmniPoint Location

Restrictions only apply to physical credentials (fobs, keycards, etc) and Bluetooth access methods. Other app access methods (for example remote triggers) have access 24/7 and cannot be given restrictions.

Once you click **+ Add Restriction**, the right side of the screen will become active.

Add Restrictions

YesNo

Restriction For > OmniPoint Location 1

Select Preset (Optional)

What date range?

SpecificAny

From

From...

12

:

00

AM

To

To...

11

:

59

PM

What days?

SpecificAny

Select Day

Mon

Tue

Wed

Thu

Fri

Sat

Sun

What timeframe?

SpecificAny

From

12

:

00

AM

To

11

:

59

PM

How many times?

SpecificAny

Add to Schedule

Clear Schedules

Select Preset (Optional): Select a Restrictions preset so you don't have to fill out all the details.

What date range? Select the calendar days and times for the User's access to begin and end. This is a single range, not multiple.

What days? Select the days of the week that the User can access the selected entrance.

What timeframe? Select the daily times that the User can access the selected entrance.

How many times? Set the amount of times that the User can access the selected entrance before their access is terminated. Select **Any** if there is unlimited amount.

HOW SHOULD TEST USER ACCESS THE SYSTEM?

On the next screen you'll determine how the User will enter the property.

One or more methods can be chosen.

Enter the details for whichever method you want, then click **Add Access Method**: Gate Code, RFID/Card/Clicker, Encrypted Credential, or Smartphone Login.

ADD USER

USER DETAILS

USER PROFILE

ACCESS LOCATIONS & RESTRICTIONS

ACCESS METHODS

Add New User

HOW SHOULD TEST USER ACCESS THE SYSTEM? ?

Enter a Gate Code

With a RFID/Card/Clicker

Trigger by Dialing a Phone Number

Invite Callgroup Manager User

Back

Next

Enter a Gate Code

To allow the User to access the property with a Gate Code, choose an Access Code that is 4-5 digits long and numerically between 0010 and 65534.

Then click **Add Access Method**.

The method will appear below.

Access Code

Restricted codes will not save to device

Add Access Method

Back

Next

ACCESS METHODS

Type	Code
 Gate Code	37423



With a RFID/Card/Clicker

To allow the User to access the property with an RFID card or clicker, fill in the details below.

What kind of device? Here you will determine the type of entry, whether RFID Tag, Access Card, or Clicker Remote.

Code: Numeric value assigned to the clicker.

Wiegand Code: Generated automatically based upon the code and facility code.

Facility Code: Only available if the account has it enabled.

Then click **Add Access Method**.
The method will appear below.

Use an Existing RFID/Card/Clicker? ☐ Yes ☒ No

What kind of device?

Code

Wiegand Code

Facility Code

Restricted codes will not save to device

[Add Access Method](#)

ACCESS METHODS	
Type	Code
  RFID Tag	36754

Cellgate Encrypted Credential

To allow the User to access the property with an encrypted credential (card or fob), fill in the details below.

Code: Numeric value assigned to the clicker.

Wiegand Code: Generated automatically based upon the code and facility code.

Facility Code: Will auto-fill based upon the account settings.

Then click **Add Access Method**.
The method will appear below.

Use an Existing Cellgate Encrypted Credential? ☐ Yes ☒ No

Code

Wiegand Code

Facility Code

Restricted codes will not save to device

[Add Access Method](#)

[Back](#) [Next](#)

ACCESS METHODS	
Type	Code
  Cellgate Encrypted Credential	3758

Web/Smartphone Login

To give a User an access method via smartphone, fill in the details below. This allows the User to trigger a gate, door, or camera with the CellGate App or User Portal.

Email

Password

Repeat Password

User Expiration

Then click **Add Access Method**.
The method will appear below.

Email

om

Password

Password should have minimum 8 and maximum 15 characters with 1 digit.
Password must have at least 1 lowercase letter.

Repeat Password

User Expiration

WEB/SMARTPHONE ACCESS

Username:

When you're finished adding the access methods, click **Next**.
You'll be returned to the Account User page.

Add a Code

Create an access code for visitors.

When you click on **+Add Code**, fill in the details.

First Name

Last Name

User Type: Resident/Employee, Visitor

User Group: Guest Code, Vendor Code

Access Code: Create a code that is 4-5 digits
long and numerically between 0010 and 65534.

User Details

First Name

Last Name

User Group and User Role

User Type

User Group

User Role/Description

Vendor Code : A Role with no access to the Web Portal or app. You can use this role to assign codes or credentials to vendors

Access Methods

Access Code

Restricted codes will not save to device

Restrictions

Add Restrictions: If you select **No**, then the User Group will have full access to the selected entrance, at any time and any day, until the restrictions are changed. If you select **Yes**, then fill in the details.

Add Restrictions

At the bottom, you'll set Restrictions.

On the left side of the screen, you'll see this:

This is a list of all entrances to the property (as defined by devices).

Check the boxes for any entrances you want the User to access.

Click [+ Add Restriction](#) next to any entrance you want to add specific restrictions to.

Access to All Properties / Install Locations?

Search....

☐ Tech Demo

☐ Tech Support Room

☒ #50482 WTM-M

+ Add Restriction

☐ Front Gate

☐ firmware testing

☐ WXL w/2 boards

☐ 480 2/exp testing

☐ 480 w/ 2 exp boards

☐ OmniPoint Location

Restrictions only apply to physical credentials (fobs, keycards, etc) and Bluetooth access methods. Other app access methods (for example remote triggers, if assigned) have access 24/7 and cannot be given restrictions.

Once you click **+ Add Restriction**, the right side of the screen will become active.

Add Restrictions Yes No

Restriction For > OmniPoint Location 1

Select Preset (Optional)

What date range? Specific Any

From

12

:

00

AM

To

11

:

59

PM

What days? Specific Any

Select Day Mon Tue Wed Thu Fri Sat Sun

What timeframe? Specific Any

From

12

:

00

AM

To

11

:

59

PM

How many times? Specific Any

Add to Schedule

Clear Schedules

Select Preset (Optional): Select a Restrictions preset so you don't have to fill out all the details.

What date range? Select the calendar days and times for the User's access to begin and end. This is a single range, not multiple.

What days? Select the days of the week that the User can access the selected entrance.

What timeframe? Select the daily times that the User can access the selected entrance.

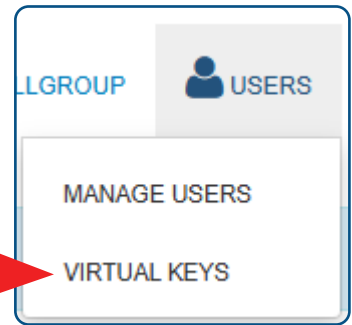
How many times? Set the amount of times that the User can access the selected entrance before their access is terminated. Select **Any** if there is unlimited amount.

Click **Add to Schedule**, then **Save**.

Virtual Keys

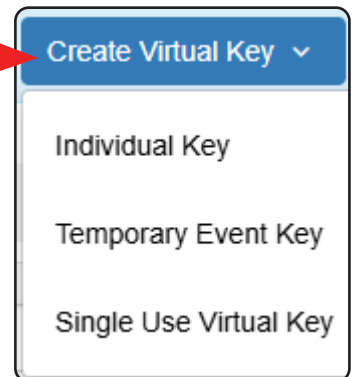
Virtual keys are digital access methods that do not require a physical fob or card.

When you click on the **User** tab, then **Virtual Keys**, you'll see a list of all current virtual keys and their assigned Users and Groups.



When you click **Create Virtual Key**, three options will be presented.

- **Individual Key:** Individual keys are permanent keys given to individuals for continued use. (pg. 42)
- **Temporary Event Key:** A temporary event key is meant for multiple people to enter the property during a limited period of time. This type of key is intended for parties and other gatherings. (pg. 43)
- **Single-Use Virtual Key:** A single-use key is meant to be used once. This is ideal for delivery drivers, or any other visitors that only need to access the property once. (pg. 45)



Beneath these options, you'll see the following window.

QR Code Key PIN Code Key											
Virtual Key Name Search...											
Virtual Key Name	Key Type	QR Key	User Group	KitName/Properties	Created By	Created Date	Active From	Active Till	Last Used	Number of Uses	Action
Single Use Key QQ	Temporary Event Key	View QR Code	Account Admin	WTM-M / Tech Support Room	Truett	03/31/2025 9:48 AM	03/31/2025 9:47 AM	04/01/2025 9:47 AM			Share Deactive

Clicking one of the top left options will show you the total list of created keys, either QR or PIN.

Click [Share](#) next to a key to reshare it with visitors.

Click [Deactive](#) to stop the key from functioning.

INDIVIDUAL KEY

Individual keys are permanent keys given to individuals for continued use. By default, individual keys don't inherit the restrictions of the User that creates the keys.

When you click **Individual Key**, you'll be brought to the following page.

Create Virtual Key ▾

Individual Key

Temporary Event Key

Single Use Virtual Key

Virtual Key Name

Create Virtual Key for

Select...

Choose Gates

Choose Gates

Set Restrictions

What date range?

SpecificAny

What days?

SpecificAny

What timeframe?

SpecificAny

How many times?

SpecificAny

Add Restriction

Clear Restriction

Start Date

End Date

How many times?

TIME	AM											PM												
DAY	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
MONDAY																								
TUESDAY																								
WEDNESDAY																								
THURSDAY																								
FRIDAY																								
SATURDAY																								
SUNDAY																								

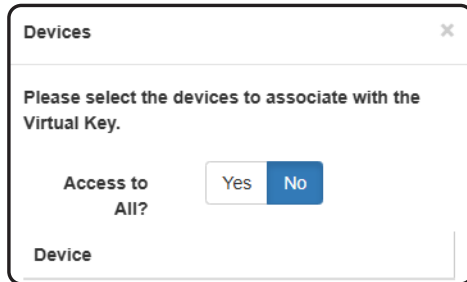
Save

Cancel

Virtual Key Name: Set a name for the key for identification in the Portal.

Create Virtual Key for: Select the individual that will receive ownership of the key.

Choose Gates: Select if the key will have access to all gates, or some. If only some gates, then decide which ones.



Set Restrictions

What date range? Select the calendar days and times for the restrictions to begin and end.

What days? Select the days of the week the individual can access the selected entrance.

What timeframe? Select the daily times the individual can access the selected entrance.

How many times? Set the amount of times that the User Group can access the selected entrance before their access is terminated. Select **Any** if there is unlimited amount.

If restrictions have been defined, select **Add Restrictions** to activate them.

To eliminate all restrictions for a key, select **Clear Restrictions**.

When finished, select **Save**.

You can share the key by sending a link to a phone number or to an email address.

TEMPORARY EVENT KEY

Temporary Event keys are meant for multiple people to gain access to a property or location for a temporary window of time. This type of key is intended for parties and always has access restrictions.

When you click **Temporary Event Key**, you'll be brought to the next page of this guide.

Create Virtual Key ▾

Individual Key

Temporary Event Key

Single Use Virtual Key

Temporary Event Key

Key Type

QR Code

Virtual Key Name

Create Virtual Key for

Select...

Start Date

03/31/2025

08

:

24

AM

Duration

days

hrs

mins

End Time

03/31/2025 08:24 AM

Choose Gates

Choose Gates

Save

Cancel

Key Type: Select if the temporary key will be a QR code or a PIN code.

Virtual Key Name: Set a name for the key for identification in the Portal.

Create Virtual Key for: Select the individual that will receive ownership of the key.

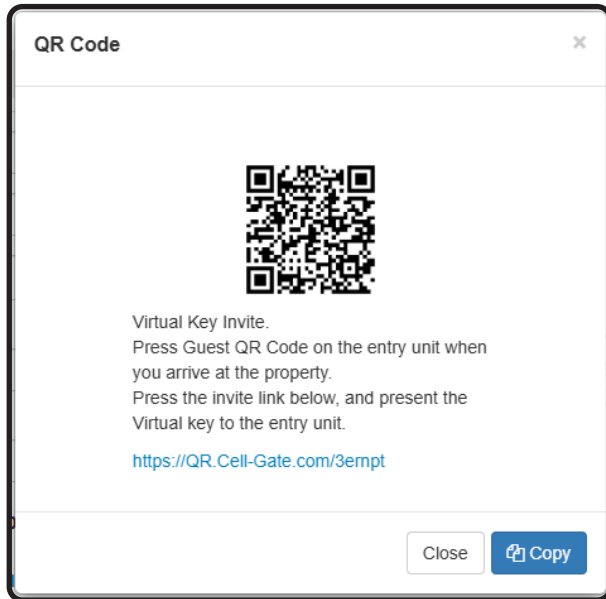
Start Date: Select a calendar day and time for the temporary key to become active. The date can be a minimum of 1 day in advance and a maximum of 10 days in advance. By default, this date is 7 days in advance.

Duration: Select how many days, hours, and minutes the temporary key is active. Default is 24 hours, but the maximum duration is 7 days. Users can only create virtual keys within the parameters (duration, default, days in advance, times, etc) set by the administrator.

End Time: This is automatically filled in by calculating the start date and duration.

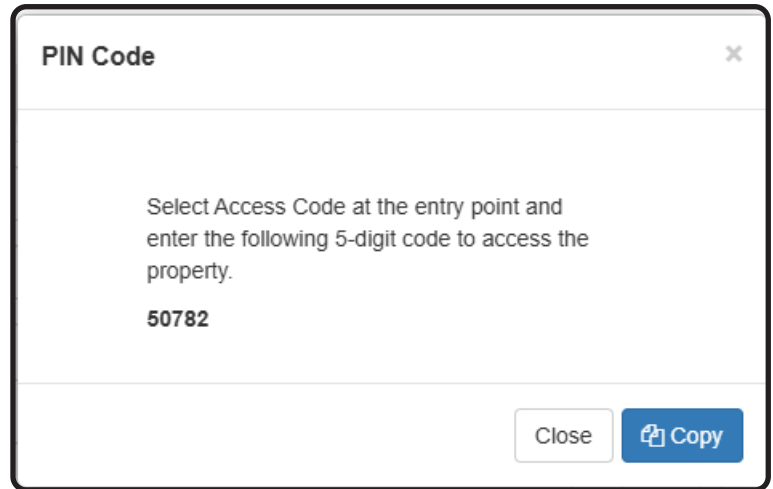
Choose Gates: Select the gates that the temporary key can open during the selected time.

When you're finished, click [Save](#)



If you created a QR code, you'll be given a QR code to share as the temporary key with your visitors.

Selecting **Copy** will copy the link to the QR code (not the image of the QR code itself).



If you created a PIN code, you'll be given a 5-digit PIN code to share as the temporary key with your visitors.

Selecting **Copy** will copy everything shown within the window: the instructions and the 5-digit code.

SINGLE USE VIRTUAL KEY

Single-Use keys are meant for one person to gain access to a property or location only once for a temporary window of time. This type of key is intended for service and delivery personnel and always has access restrictions.

When you click Single-Use Virtual Key, you'll be brought to the following page.



Single Use Key

Key Type

QR Code

Virtual Key Name

Create Virtual Key for

Select...

Start Date

03/31/2025

09

:

35

AM

Duration

days

hrs

mins

End Time

03/31/2025 09:35 AM

Choose Gates

Choose Gates

Save

Cancel

Key Type: Select if the single-use key will be a QR code or a PIN code.

Virtual Key Name: Set a name for the key for identification in the Portal.

Create Virtual Key for: Select the individual that will receive ownership of the key.

Start Date: Select a calendar day and time for the single-use key to become active. The date can be a minimum of 1 day in advance and a maximum of 10 days in advance. By default, this date is 7 days in advance.

Duration: Select how many days, hours, and minutes the single-use key is active. Default is 24 hours, but the maximum duration is 7 days. Users can only create virtual keys within the parameters (duration, default, days in advance, times, etc) set by the administrator.

End Time: This is automatically filled in by calculating the start date and duration.

Choose Gates: Select the gates that the single-use key can open during the selected time.

When you're finished, click

Save

You can share the key by sending a link to a phone number or to an email address.

Send Virtual Keys

SMS

Email

Enter The Mobile Number

() -

Close

Send Virtual Key

Send Virtual Keys

SMS

Email

Enter The Email Address

Email

Close

Send Virtual Key



Edit Users

At the home page of the Users tab, you'll see a list of all registered Users.

You can edit a User by clicking on that User's name.

ACCOUNT USERS ?

Access Codes with an asterisk are stored on device.

Select... ▼ Filter...

Search

Clear

+ Add Code

+ Add User

Name	Properties/Locations	Access	Access Restrictions	Callgroups	Group
FirstName LastName	All devices on this account				Account Admin

You'll see the page to the right with the following editable details:

First Name

Last Name

Username

Alternate Email

Phone Number

Unit

Timezone: Select a timezone for the User.

Actions

User Expiration: Select if you want a User account to expire within the Portal. Selecting Yes will reveal the Expiration Date options.

Expiration Date

Notes

EDIT USER

User Details

First Name

Last Name

Username

[Edit](#)

[Reset Password](#)

Alternate Email

Phone Number

Unit

Timezone (UTC -4) Eastern Standard Time ▼

Actions [Delete](#)

User Expiration Yes No

Expiration Date

↑
 12 : 00 AM
↓

↑
 12 : 00 AM
↓

Notes

[Save](#)

Below the User Details window, you'll see the **Access Methods** window.

Access Methods			Migrate All Methods
Type	Code		
Gate Code	1245	Edit	Migrate to a User
Gate Code	1246	Edit	Migrate to a User
Clicker Remote	2516	Edit	Migrate to a User
Add: Please Select			

Two different access methods can be added and edited:

1. Access Code: Choose a code that is 4-5 digits long and numerically between 0010 and 65534.

Access Code

Restricted codes will not save to device

2. RFID / Card / Clicker: Fill in the details below.

- **What kind of device?** Here you will determine the type of entry, whether RFID Tag, Access Card, or Clicker Remote.
- **Code:** Numeric value assigned to the clicker.
- **Wiegand Code:** Generated automatically based upon the code and facility code.
- **Facility Code:** Only available if the account has it enabled.
- Then click **Add**.

Use an Existing RFID/Card/Clicker?

What kind of device?

Code

Wiegand Code

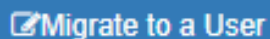
Facility Code

Restricted codes will not save to device



Edit

Edit the details of the access method.



Migrate to a User

Transfer that access method from the current User to another User.
This is a transfer, not a copy.



Migrate All Methods

Transfer all access methods from the current User to another User.
This is a transfer, not a copy.

Migrate Access Methods to user

This will transfer ALL of a users access methods!
Transferring methods for user: **FirstName LastName**

Transfer to User:

Hold Open 89400

Save

Cancel



Below the Access Methods window, you'll see the **User Group and User Role** window.

User Group and User Role

User Types

Admin

User Group

Account Admin

User Role/Description

Account Admin : The Account owner. Has full Admin privileges in all areas of the portal and app. Role can also create codes from the CellGate app

Help ?

Apply

User Types: Choose the User's type: Admin, Resident/Employee, or NoAccess.

User Group: Choose User's Group. Groups can be created under the Groups tab, page 54 of this guide.



Below the User Group and User Role window, you'll see the **Restrictions** window.

Restrictions

Add Restrictions: If you select **No**, then the User Group will have full access to the selected entrance, at any time and any day, until the restrictions are changed. If you select **Yes**, then fill in the details.

Add Restrictions

Yes

No

On the left side of the screen, you'll see this: 

This is a list of all entrances to the property (as defined by devices and relays).

Check the boxes for any entrances you want the User Group to access.

Click **+ Add Restriction** next to any entrance you want to add specific restrictions to.

Access to All Properties / Install Locations?

Yes

No

Search....

Tech Demo

Tech Support Room

#50482 WTM-M

+ Add Restriction

Front Gate

firmware testing

WXL w/2 boards

480 2/exp testing

480 w/ 2 exp boards

OmniPoint Location

Restrictions only apply to physical credentials (fobs, keycards, etc) and Bluetooth access methods. Other app access methods (for example remote triggers) have access 24/7 and cannot be given restrictions.

Once you click **+ Add Restriction** , the right side of the screen will become active.

Add Restrictions

Yes

No

Restriction For > OmniPoint Location 1

Select Preset (Optional)

What date range?

Specific

Any

From

From...

12

:

00

AM

To

To...

11

:

59

PM

What days?

Specific

Any

Select Day

Mon

Tue

Wed

Thu

Fri

Sat

Sun

What timeframe?

Specific

Any

From

12

:

00

AM

To

11

:

59

PM

How many times?

Specific

Any

Add to Schedule

Clear Schedules

- Select Preset (Optional):** Select a Restrictions preset so you don't have to fill out all the details.
- What date range?** Select the calendar days and times for the User's access to begin and end. This is a single range, not multiple.
- What days?** Select the days of the week that the User can access the selected entrance.
- What timeframe?** Select the daily times that the User can access the selected entrance.
- How many times?** Set the amount of times that the User can access the selected entrance before their access is terminated. Select **Any** if there is unlimited amount.

Groups

A Group is a set of Users that have the same permissions to enter the property.

They all have the same time restrictions, location restrictions, gate restrictions, etc.

[Resend Notifications](#)

Resend notifications to individuals included in Callgroups

[Mass Edit](#)

This is disabled

[New Group](#)

Add a new Group with permissions and restrictions (pg. 55)

☐ All Groups



Admin

Groups: 5

[Edit Virtual Key Settings](#)

Resident/Employee

Groups: 9

[Edit Virtual Key Settings](#)

Visitor

Groups: 3

[Edit Virtual Key Settings](#)

NoAccess

Groups: 1

[Edit Virtual Key Settings](#)

New Group

Add a new Group with permissions and restrictions

When you click on **New Group**, you'll be asked to select a group creation method: **Manual** or **Guided**.

Select group creation method**Manual**

Guided

Then click **Create**.**Create**

This is the walkthrough of the **Manual** group creation process.
For the **Guided** process, go to page 52 of this guide.

Manual

Guided

CREATE GROUP

GROUP INFORMATION

PROPERTY ACCESS & RESTRICTIONS

VIRTUAL KEY

MEMBERS

CONFIRM

User Types

Admin

User Role

Select...

Group Name**Group Code**

GC11059

Group Description

User Types: Admin, Resident/Employee, Visitor

User Role: Account Admin, Billing Admin, Site Admin, Read Only Admin, etc.

Group Name: Create a name for the group.

Group Code: This automatically generates. It's useful for importing spreadsheets of Users into the Portal.

Group Description: Provide a description for the group for identification in the Portal.

Then select **Next**.

CREATE GROUP

GROUP INFORMATION

PROPERTY ACCESS & RESTRICTIONS

VIRTUAL KEY

MEMBERS

CONFIRM

Restrictions

Add Restrictions: If you select **No**, then the User Group will have full access to the selected entrance, at any time and any day, until the restrictions are changed. If you select **Yes**, then fill in the details.

Add Restrictions

On the left side of the screen, you'll see this:

This is a list of all entrances to the property (as defined by devices and relays).

Check the boxes for any entrances you want the User Group to access.

Click **+ Add Restriction** next to any entrance you want to add specific restrictions to.

Access to All Properties / Install Locations?

Search....

☐ Tech Demo☐ Tech Support Room☒ #50482 WTM-M **+ Add Restriction**☐ Front Gate☐ firmware testing☐ WXL w/2 boards☐ 480 2/exp testing☐ 480 w/ 2 exp boards☐ OmniPoint Location

Restrictions only apply to physical credentials (fobs, keycards, etc) and Bluetooth access methods. Other app access methods (for example remote triggers, if assigned) have access 24/7 and cannot be given restrictions.

CREATE GROUP

GROUP INFORMATION

PROPERTY ACCESS & RESTRICTIONS

VIRTUAL KEY

MEMBERS

CONFIRM

Once you click **+ Add Restriction**, the right side of the screen will become active.

Restriction For > OmniPoint Location 1

Select Preset (Optional)

What date range? **Specific** Any

From 12 : 00 AM To 11 : 59 PM

What days? **Specific** Any

Select Day ☐ Mon ☐ Tue ☐ Wed ☐ Thu ☐ Fri ☐ Sat ☐ Sun

What timeframe? **Specific** Any

From 12 : 00 AM To 11 : 59 PM

How many times? **Specific** Any

Add to Schedule **Clear Schedules**

Select Preset (Optional): Select a Restrictions preset so you don't have to fill out all the details.

What date range? Select the calendar days and times for the restrictions to begin and end. This is a single range, not multiple.

What days? Select the days of the week that the User Group can access the selected entrance.

What timeframe? Select the daily times that the User Group can access the selected entrance.

How many times? Set the amount of times that the User Group can access the selected entrance before their access is terminated. Select **Any** if there is unlimited amount.

Once finished, click **Add to Schedule**, then **Save**.

CREATE GROUP

GROUP INFORMATION

PROPERTY ACCESS & RESTRICTIONS

VIRTUAL KEY

MEMBERS

CONFIRM

Max limit is common for all Virtual Keys[QR Individual Key](#)[QR Temporary Event Key](#)[PIN Temporary Event Key](#)[QR Single Use Key](#)[PIN Single Use Key](#)[Credential](#)

Here you will give permissions to group members so they can create access methods for visitors.

They can create:

- **Individual Keys:** Long-term access methods
- **Temporary Keys:** Short-term access methods, intended for parties or other gatherings
- **Single-Use Keys:** Single-use access methods, intended for service personnel or deliveries

Below, you can give permissions to group members to create **individual keys**.

Allow group members to invite guests with an individual key access?

Yes

No

Restrict entries individual key can be used on?

Yes

No

Entry with individual key allowed at

☐ Tech Demo☒ Tech Support Room☐ firmware testing☐ WXL w/2 boards☐ 480 2/exp testing☐ 480 w/ 2 exp boards☐ WXL ATT

Allow group members to invite guests with an individual key access? This is where you'll allow residents to create individual keys.

Restrict entries individual keys can be used on? Choose the entry points that resident-created individual keys can be used to open.

Entry with individual key allowed at: Set the entries that individual keys are allowed to be used at. This will restrict them from being used anywhere else.

CREATE GROUP

GROUP INFORMATION

PROPERTY ACCESS & RESTRICTIONS

VIRTUAL KEY

MEMBERS

CONFIRM

Max limit is common for all Virtual Keys

QR Individual Key

QR Temporary Event Key

PIN Temporary Event Key

QR Single Use Key

PIN Single Use Key

Credential

Temporary Event Keys and Single-Use Keys can be created as QR codes or PIN codes and restricted by location, calendar days, amount of days, and time of day. Restrictions are described below.

Allow group members to invite guests with a temporary event key access? ☒ Yes ☐ No

Residents can schedule Virtual Key in advance days before the event

Guest Virtual Key are valid for a maximum of days hours

Set the times that Virtual Key will be valid? ☒ Yes ☐ No

Start Time : AM

End Time : AM

Restrict entries temporary event key can be used on? ☒ Yes ☐ No

Entry with temporary event key allowed at ☐ Tech Demo ☐ Tech Support Room

Allow group members to invite guests with a temporary event key/single-use key access?

Selecting **Yes** will reveal the options below.

Residents can schedule Virtual Key in advance: This allows residents to create Virtual Keys that begin a certain amount of days beforehand.

Guest Virtual Keys are valid for a maximum of: Virtual Keys can be used for a maximum amount of days after their access period begins. The keys can be scheduled to end earlier, but this is the maximum that they can be scheduled.

Set the times that Virtual Key will be valid? These are the times that virtual keys can be active. Perhaps you don't want residents inviting visitors at 2am? That's what this option is for.

Restrict entries temporary event key/single-use key allowed at: Set the entries that virtual keys are allowed to be used at. This will restrict them from being used anywhere else.

CREATE GROUP

GROUP INFORMATION

PROPERTY ACCESS & RESTRICTIONS

VIRTUAL KEY

MEMBERS

CONFIRM

Max limit is common for all Virtual Keys

QR Individual Key QR Temporary Event Key PIN Temporary Event Key QR Single Use Key PIN Single Use Key Credential

After setting Virtual Key settings, you can set credential settings.

Bluetooth Access: Allow Group members to access the property with Bluetooth options in the CellGate app.

CellGate Encrypted Credentials: Allow Group members to access the property with CellGate-branded encrypted fobs and keycards.

Allow Bluetooth Access?

Yes

No

Allow Cellgate Encrypted Credentials?

Yes

No

Save



CREATE GROUP

GROUP INFORMATION

PROPERTY ACCESS & RESTRICTIONS

VIRTUAL KEY

MEMBERS

CONFIRM

Members

After creating Virtual Keys, you will have the option to move already existing User Groups into the Group being created.

To continue the process click **+Select Group**.



Add Members to Group

Select to move users from another group

+ Select Group

You'll see the window below. Select the left checkbox on any Group you want to include in the current Group being created. Then click **Add**.

Select groups to move users from

☐	Group Name	Group Code	Users
☒	Account Admin	GC00001	25
☐	Kevin Wilson	GC09920	1
☐	Administrative Dealer Admin	GC08974	3
☐	Administrative Dealer Admin	GC08974	3
☐	Installing Dealer Admin	GC09297	1
☐	Legacy Site Admin	GC05901	2
☐	Site Admin	GC00005	1
☐	Custom Read Only Admin1	GC07225	1
☐	Video Callgroup Manager with Remote Access	GC00006	5

Cancel Add

CREATE GROUP

[GROUP INFORMATION](#)
[PROPERTY ACCESS & RESTRICTIONS](#)
[VIRTUAL KEY](#)
[MEMBERS](#)
[CONFIRM](#)

Then you'll see a list of all the users that were added.

✓ Successfully added 3 user from **Vendor Code**

3

GC00010

Vendor Code

Name	Email	Phone Number	Time Zone
app code			(UTC-5) Central Standard Time
test created in app			(UTC-5) Central Standard Time
test user			(UTC-5) Central Standard Time

Back

Skip

Cancel

Next

Click **Next**.

CREATE GROUP

[GROUP INFORMATION](#)
[PROPERTY ACCESS & RESTRICTIONS](#)
[VIRTUAL KEY](#)
[MEMBERS](#)
[CONFIRM](#)

Review and confirm the details of the Group. Click **Create**.

Confirm Details

Group Name test group 475

Group Code GC11314

Group Description

Users 0

Role Site Admin

Show Devices and Ports

Back

Cancel

Create

This is the walkthrough of the **Guided** group creation process.
For the **Manual** process, go to page 55 of this guide.

Manual

Guided

CREATE GROUP

GROUP INFORMATION

PROPERTY ACCESS

RESTRICTIONS

DEVICES & PORTS

VIRTUAL KEY

MEMBERS

CONFIRM

After selecting **Guided**, then **Create**, you'll see this screen.

User Types

Admin

User Role

Select...

Group Name

Group Code

GC11059

Group Description

User Types: Admin, Resident/Employee, Visitor

User Role: Account Admin, Billing Admin, Site Admin, Read Only Admin, etc.

Group Name: Create a name for the group.

Group Code: This automatically generates. It's useful for importing spreadsheets of Users into the Portal.

Group Description: Provide a description for the group for identification in the Portal.

Then select **Next**.

CREATE GROUP

GROUP INFORMATION

PROPERTY ACCESS

RESTRICTIONS

DEVICES & PORTS

VIRTUAL KEY

MEMBERS

CONFIRM

Property Access

Select if you want the User group to have access to all properties.

Select **Next**.

Access to All Properties / Install Locations?

Yes

No

CREATE GROUP

GROUP INFORMATION

PROPERTY ACCESS

RESTRICTIONS

DEVICES & PORTS

VIRTUAL KEY

MEMBERS

CONFIRM

Restrictions

Select if you want the User group to have time, day, and use restrictions on the selected locations (or all locations if none are selected).

Select **Next**.

If you select **No**, you'll be brought to page 67 of this guide.

If you select **Yes**, you'll be brought to the next page of this guide.

Do you want to add time/day/use restrictions

Yes

No

CREATE GROUP

GROUP INFORMATION

PROPERTY ACCESS

RESTRICTIONS

DEVICES & PORTS

VIRTUAL KEY

MEMBERS

CONFIRM

Restrictions

Restriction For > OmniPoint Location 1

Select Preset (Optional)

What date range?

Specific

Any

From

From...

12

:

00

AM

To

To...

11

:

59

PM

What days?

Specific

Any

Select Day

Mon

Tue

Wed

Thu

Fri

Sat

Sun

What timeframe?

Specific

Any

From

12

:

00

AM

To

11

:

59

PM

How many times?

Specific

Any

Add to Schedule

Clear Schedules

Select Preset (Optional): Select a Restrictions preset so you don't have to fill out all the details.

What date range? Select the calendar days and times for the restrictions to begin and end. This is a single range, not multiple.

What days? Select the days of the week that the User Group can access the selected entrance.

What timeframe? Select the daily times that the User Group can access the selected entrance.

How many times? Set the amount of times that the User Group can access the selected entrance before their access is terminated. Select **Any** if there is unlimited amount.

Once finished, click **Add to Schedule**, then **Save**.

CREATE GROUP

GROUP INFORMATION

PROPERTY ACCESS

RESTRICTIONS

DEVICES & PORTS

VIRTUAL KEY

MEMBERS

CONFIRM

Devices & Ports

Here you will select the devices and ports that the Group restrictions apply to.

Devices are CellGate products such as Watchman.

Ports are gates and doors that the devices control. Multiple ports can attach to each device.

Apply Weekly Schedule Preset to devices and ports

▶ Tech Demo

▼ OmniPoint Location

▼ ☐ ⌚ OmniPoint Location 1▶ ☒ ⌚ #82972 EPM V2

CREATE GROUP

GROUP INFORMATION

PROPERTY ACCESS

RESTRICTIONS

DEVICES & PORTS

VIRTUAL KEY

MEMBERS

CONFIRM

Max limit is common for all Virtual KeysQR Individual Key

QR Temporary Event Key

PIN Temporary Event Key

QR Single Use Key

PIN Single Use Key

Credential

Here you will give permissions to group members so they can create access methods for visitors.

They can create **individual keys** (which are long-term access methods) and create **temporary keys** (which are short-term access methods, intended for parties, service personnel, or deliveries).

Below, you can give permissions to group members to create **individual keys**.

Allow group members to invite guests with an individual key access?

Yes

No

Restrict entries individual key can be used on?

Yes

No

Entry with individual key allowed at

☐ Tech Demo☒ Tech Support Room☐ firmware testing☐ WXL w/2 boards☐ 480 2/exp testing☐ 480 w/ 2 exp boards☐ WXL ATT

Allow group members to invite guests with an individual key access? This is where you'll allow residents to create individual keys.

Restrict entries individual keys can be used on? Choose the entry points that resident-created individual keys can be used to open.

Entry with individual key allowed at: Set the entries that individual keys are allowed to be used at. This will restrict them from being used anywhere else.

CREATE GROUP

GROUP INFORMATION

PROPERTY ACCESS

RESTRICTIONS

DEVICES & PORTS

VIRTUAL KEY

MEMBERS

CONFIRM

Max limit is common for all Virtual Keys

QR Individual Key

QR Temporary Event Key

PIN Temporary Event Key

QR Single Use Key

PIN Single Use Key

Credential

Temporary Event Keys and Single-Use Keys can be created as QR codes or PIN codes and restricted by location, calendar days, amount of days, and time of day.

They all have the same restriction options, shown below.

Allow group members to invite guests with a temporary event key access? ☒ Yes ☐ No

Residents can schedule Virtual Key in advance days before the event

Guest Virtual Key are valid for a maximum of days hours

Set the times that Virtual Key will be valid? ☒ Yes ☐ No

Start Time : AM

End Time : AM

Restrict entries temporary event key can be used on? ☒ Yes ☐ No

Entry with temporary event key allowed at ☐ Tech Demo ☐ Tech Support Room

Allow group members to invite guests with a temporary event key/single-use key access?

Selecting **Yes** will reveal the options below.

Residents can schedule Virtual Key in advance: This allows residents to create Virtual Keys that begin a certain amount of days beforehand.

Guest Virtual Keys are valid for a maximum of: Virtual Keys can be used for a maximum amount of days after their access period begins. The keys can be scheduled to end earlier, but this is the maximum that they can be scheduled.

Set the times that Virtual Key will be valid? These are the times that virtual keys can be active. Perhaps you don't want residents inviting visitors at 2am? That's what this option is for.

Restrict entries temporary event key/single-use key allowed at: Set the entries that virtual keys are allowed to be used at. This will restrict them from being used anywhere else.

CREATE GROUP

GROUP INFORMATION PROPERTY ACCESS RESTRICTIONS DEVICES & PORTS VIRTUAL KEY MEMBERS CONFIRM

Max limit is common for all Virtual Keys

QR Individual Key QR Temporary Event Key PIN Temporary Event Key QR Single Use Key PIN Single Use Key Credential

After setting Virtual Key settings, you can set credential settings.

Bluetooth Access: Allow Group members to access the property with Bluetooth options in the CellGate app.

CellGate Encrypted Credentials: Allow Group members to access the property with CellGate-branded encrypted fobs and keycards.

Allow Bluetooth Access?

Yes

No

Allow Cellgate Encrypted Credentials?

Yes

No

Save



CREATE GROUP

GROUP INFORMATION PROPERTY ACCESS RESTRICTIONS DEVICES & PORTS VIRTUAL KEY MEMBERS CONFIRM

Members

Do you want to move users into the group?

After creating Virtual Keys, you will have the option to move already existing User Groups into the Group being created.

If you select **No**, you will be brought to the confirmation details on page 61 of this guide.

If you select **Yes**, you will see the window to the right.

To continue the process click **+Select Group**.



Add Members to Group

Select to move users from another group

+ Select Group

You'll see the window below. Select the left checkbox on any Group you want to include in the current Group being created. Then click **Add**.

Select groups to move users from

☐	Group Name	Group Code	Users
☐	Account Admin	GC00001	25
☐	Kevin Wilson	GC09920	1
☐	Administrative Dealer Admin	GC08974	3
☐	Administrative Dealer Admin	GC08974	3
☐	Installing Dealer Admin	GC09297	1
☐	Legacy Site Admin	GC05901	2
☐	Site Admin	GC00005	1
☐	Custom Read Only Admin1	GC07225	1
☐	Video Callgroup Manager with Remote Access	GC00006	5

Cancel

Add

CREATE GROUP

GROUP INFORMATION PROPERTY ACCESS RESTRICTIONS DEVICES & PORTS VIRTUAL KEY MEMBERS CONFIRM

Then you'll see a list of all the users that were added.

Successfully added 3 user fromVendor Code

3

GC00010

Vendor Code

Name	Email	Phone Number	Time Zone
app code			(UTC-5) Central Standard Time
test created in app			(UTC-5) Central Standard Time
test user			(UTC-5) Central Standard Time

Back

Skip

Cancel

Next

Click **Next**.



CREATE GROUP

GROUP INFORMATION

PROPERTY ACCESS

RESTRICTIONS

DEVICES & PORTS

VIRTUAL KEY

MEMBERS

CONFIRM

Review and confirm the details of the Group. Click **Create**.

Confirm Details

Group Name group 88**Group Code** GC11273**Group Description****Users** 3**Role** Billing Admin[Show Devices and Ports](#)[Back](#)[Cancel](#)[Create](#)

Group Management

☐ All Groups			
☐ +	Admin	Groups: 5	Edit Virtual Key Settings ?
☐ +	Resident/Employee	Groups: 9	Edit Virtual Key Settings ?
☐ +	Visitor	Groups: 3	Edit Virtual Key Settings ?
☐ +	NoAccess	Groups: 1	Edit Virtual Key Settings ?

On the Groups front page, you'll see the types of Groups: Admin, Resident/Employee, Visitor, and No Access.

Click the ☐ + next to any of them to see a list of Groups within that Group type.

Click on the name of the Group to see a list of its members and edit their details. See next page.

All Groups

Admin

Groups: 10

Edit Virtual Key Settings

	Group Name	Roles/Description	Members	Virtual Key	Actions
	Account Admin	Account Admin : The Account owner. Has full Admin privileges in all areas of the portal and app. Role can also create codes from the CellGate app	8		Duplicate Delete
	test group 3	Account Admin : The Account owner. Has full Admin privileges in all areas of the portal and app. Role can also create codes from the CellGate app	0		Duplicate Delete
	test group 4	Account Admin : The Account owner. Has full Admin privileges in all areas of the portal and app. Role can also create codes from the CellGate app	0		Duplicate Delete
	test group 5	Account Admin : The Account owner. Has full Admin privileges in all areas of the portal and app. Role can also create codes from the CellGate app	0		Duplicate Delete

When you click on a name of a Group, you'll see the following window.

Account Admin
GC00001 [Edit](#)

The Account owner. Has full Admin privileges in all areas of the portal and app. Role can also create codes from the CellGate app

[Members](#) [Property Access & Restrictions](#) [Virtual Key Management](#) [First In Schedule](#)

Search.... [Search](#) [Move](#) [Add User](#) [Resend Notifications](#)

☐	Name	Email	Phone Number	Time Zone	Actions
☐	AdminUser	Admin4@testling.com-staging-staging-staging-staging		(UTC-4) Eastern Standard Time	Delete
☐	Akash Selvaraj	akash.selvaraj@elviant.com-staging-staging-staging-staging	222222stag	(UTC-5) Central Standard Time	Delete

[Members](#) [Property Access & Restrictions](#) [Virtual Key Management](#) [First In Schedule](#)

The **Members** tab will show a list of all Users in that Group.

To edit a User, click that User. You will be brought to page 48 of this guide.

[Members](#) [Property Access & Restrictions](#) [Virtual Key Management](#) [First In Schedule](#)

The Property Access & Restrictions tab will allow you to edit restrictions of that Group.

You will be brought to page 52 of this guide.

[Members](#) [Property Access & Restrictions](#) [Virtual Key Management](#) [First In Schedule](#)

The Virtual Key Management tab will allow you to edit the virtual key settings of that Group.

You will be brought to the next page of this guide.

The **First In Schedule** tab will show you which devices have schedules that are contingent upon that Group's credentials.

These are the schedules that the Group can trigger to begin.

Clicking **View** will bring you to page 9 of this guide.

[Members](#) [Property Access & Restrictions](#) [Virtual Key Management](#) [First In Schedule](#)

First In Schedule at

- ☐ Lab w410s
 - ☐ W410 PUB ATT A33
- ☐ Zapopen test
 - ☐ #75145 TALKMAN
- ☐ Main Gate - [View](#)

Edit Virtual Keys

Virtual Keys can be edited for different Groups.

Check the box next to the Group you want to edit, then click **Edit Virtual Keys**.

Admin	Groups: 7	Edit Virtual Key Settings			
☐	Group Name	Roles/Description	Members	Virtual Key	Actions
☒	Property Manager	Property Manager : A Role that can create and edit users and set up recurring schedules. Has full access to the CellGate app but cannot add codes from there.	6		Duplicate Delete

Edit Virtual Key Settings

Clicking on **Edit Virtual Key Settings** will bring you to the below options.

Max limit is common for all Virtual Keys

[QR Individual Key](#) [QR Temporary Event Key](#) [PIN Temporary Event Key](#) [QR Single Use Key](#) [PIN Single Use Key](#) [Credential](#)

Here you will give permissions to group members so they can create access methods for visitors.

They can create **individual keys** (which are long-term access methods) and create **temporary keys** (which are short-term access methods, intended for parties, service personnel, or deliveries).

Below, you can give permissions to group members to create **individual keys**.

Allow group members to invite guests with an individual key access? ☒ Yes ☐ No

Restrict entries individual key can be used on? ☒ Yes ☐ No

Entry with individual key allowed at

☐ Tech Demo
☒ Tech Support Room
☐ firmware testing

Max limit is common for all Virtual Keys

QR Individual Key

QR Temporary Event Key

PIN Temporary Event Key

QR Single Use Key

PIN Single Use Key

Credential

Temporary Event Keys and Single-Use Keys can be created as QR codes or PIN codes and restricted by location, calendar days, amount of days, and time of day.

They all have the same restriction options, shown below.

Allow group members to invite guests with a temporary event key access?

Yes No

Residents can schedule Virtual Key in advance

7 days before the event

Guest Virtual Key are valid for a maximum of

1 days 0 hours

Set the times that Virtual Key will be valid?

Yes No

Start Time

08 : 49 AM

End Time

08 : 49 AM

Restrict entries temporary event key can be used on?

Yes No

Entry with temporary event key allowed at

☐ Tech Demo

☐ Tech Support Room

Allow group members to invite guests with a temporary event key/single-use key access?

Selecting **Yes** will reveal the options below.

Residents can schedule Virtual Key in advance: This allows residents to create Virtual Keys that begin a certain amount of days beforehand.

Guest Virtual Keys are valid for a maximum of: Virtual Keys can be used for a maximum amount of days after their access period begins. The keys can be scheduled to end earlier, but this is the maximum that they can be scheduled.

Set the times that Virtual Key will be valid? These are the times that virtual keys can be active. Perhaps you don't want residents inviting visitors at 2am? That's what this option is for.

Restrict entries temporary event key/single-use key allowed at: Set the entries that virtual keys are allowed to be used at. This will restrict them from being used anywhere else.

ⓘ Max limit is common for all Virtual Keys

[QR Individual Key](#)[QR Temporary Event Key](#)[PIN Temporary Event Key](#)[QR Single Use Key](#)[PIN Single Use Key](#)[Credential](#)

After setting Virtual Key settings, you can set credential settings.

Bluetooth Access: Allow Group members to access the property with Bluetooth options in the CellGate app.

CellGate Encrypted Credentials: Allow Group members to access the property with CellGate-branded encrypted fobs and keycards.

Allow Bluetooth Access?

☒ Yes☐ No

Allow Cellgate Encrypted Credentials?

☒ Yes☐ No

Save



Templates

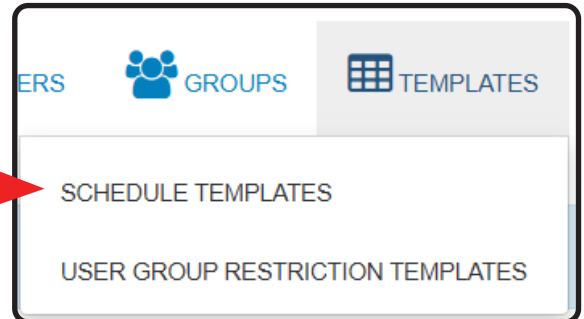
Templates allow you to impose the same open/close schedules on multiple devices and the same access restrictions on multiple users (User Groups).

You can change these schedules at any time.

Schedule Templates

This option allows you to impose the same open/close schedules on multiple devices.

When you click on the **Templates** tab, then **Schedule Templates**, you'll see the following boxes.



Hold Open Device Schedules

[+ Add](#)

This schedule is for holding open the gate during specific times and days.

Momentary Device Schedules

[+ Add](#)

This is disabled.

Ignore Sensor Schedules

[+ Add](#)

Contact Customer Support for information about this function.

Each box has the following options.

+ Add

Click this button to add a schedule template.

Choose a name for the template.

Click **Save**.

Schedule Template

Name

Save

Cancel

Once that is done, a schedule will appear.

Click **Edit Schedule**.

test

Edit Name

Edit Schedule

Apply to Device

Tech Support Room

▪ Watchman Gate

You will have three options:

Weekly: These are schedules that occur every week.

Alternative Schedules: Alternate schedules that will temporarily override the normal schedule.

Blackouts: Prevents all schedules from running during the selected calendar day.

test

Delete

WEEKLY

+ Add

Start Date

End Date

12 1 2 3 4 5 6 7 8 9 10 11 12 1 2 3 4 5 6 7 8 9 10 11 12
AM AM AM AM AM AM AM AM AM AM AM AM AM AM PM PM PM PM PM PM PM PM PM PM PM PM AM

Monday



ALTERNATIVE
SCHEDULES &
BLACKOUTS

+ Add

12 1 2 3 4 5 6 7 8 9 10 11 12 1 2 3 4 5 6 7 8 9 10 11 12
AM AM AM AM AM AM AM AM AM AM AM AM AM AM PM PM PM PM PM PM PM PM PM PM PM PM AM

No Times Set

Save

Cancel

WEEKLY

[+ Add](#)

Start Date

End Date

Specify a start date and end date.

- If no start date is specified, the Hold-Open schedule will begin immediately.
- If no end date is specified, the Hold-Open schedule will persist indefinitely.

After specifying start and end dates, click [+ Add](#)

[+ Add](#)

Clicking **Add** brings up the window to the right. Here, you can specify the type of schedule: Hold Open, etc.

Start Day: The weekday that the Hold Open begins. This repeats every week during the specified start and end dates (above).

End Day: The weekday that the Hold Open ends. This repeats every week during the specified start and end dates (above).

Specify the **times** during those days that the Hold Open schedule occurs.

Click **Save**.

ADD A TIMEFRAME

Schedule Type

Hold Open

Start Day

^

07

:

46

AM

v

End Day

^

07

:

46

AM

v

Save

Cancel

ALTERNATIVE SCHEDULES & BLACKOUTS

[+ Add](#)

To add an alternative schedule or blackout, click **+Add**.

You'll see the window to the right.

Specify if it's a **Hold Open** (alternative schedule) or **Blackout**.

Specify a start date, end date, and the times during those days for the schedule.

The Start Date and End Date are required.

Click **Save**.

ADD A TIMEFRAME

Schedule Type

Hold Open

Title

Start Date



10



50

:

AM



End Date



10



50

:

AM



Save

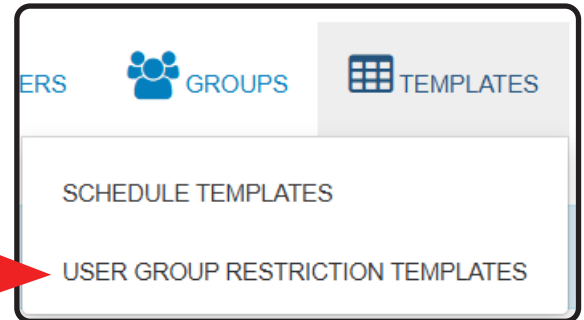
Cancel



User Group Restriction Templates

This option allows you to set impose the same access restrictions on multiple users (User Groups).

When you click on the Templates tab, then User Group Restriction Templates, you'll see the following boxes.



Preset Restriction Template

Preset Template Name

Description

What date range?

What days?

What timeframe?

How many times?

Preset Template Name: Choose a name for this set of restrictions. This is required.

Description: Provide additional description for the restrictions.

What date range? Select the calendar days and times for the restrictions to begin and end.

What days? Select the days of the week that the User Group can access the selected entrance.

What timeframe? Select the daily times that the User Group can access the selected entrance.

How many times? Set the amount of times that the User Group can access the selected entrance before their access is terminated. Select **Any** if there is unlimited amount.

When you are finished, click

Once you have added a schedule, those restrictions will be displayed in the boxes below.

Start Date												End Date														How many times?													
4/22/2025 12:00 AM												5/7/2025 11:59 PM														11													

TIME	AM												PM											
	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
DAY																								
MONDAY																								
TUESDAY																								
WEDNESDAY																								
THURSDAY																								
FRIDAY																								
SATURDAY																								
SUNDAY																								

Save Cancel

This is a list of user restriction templates. Clicking **Edit** brings you to the screen on the previous page.

PRESET RESTRICTION TEMPLATES

Filter...

Name	Description	Actions
test		Delete Edit



Logs

Logs keep a record of every interaction (called *transactions* in the Portal) that people have with every device on your property.

When you click on the Logs tab, you'll see the **Log Filter** box. You can choose to filter transactions with the below criteria and click **Filter**.

Log Filter

Zone/Level

Install Location

Code/Credential

Zap Open Number

Phone Number

Callgroup Name

Virtual Key Name

Name

Log Types

☒ Images
 ☒ Devices
 ☒ Alarms
 ☒ Device Actions
 ☒ Access

Date

From...

12

:

00

AM

To...

11

:

59

PM

Timezone

(UTC -5) Central Standard Time

Response

☐ Successful
 ☐ Failed
 ☐ Pending

Filter By Schedule

☐ Schedule

Filter By Virtual Key

☐ Virtual Key

Filter

Clear

Zone/Level: In addition to locations and properties, devices are also organized by zones and levels.

Install Location: Filter by the location of the transaction (property, building, etc)

Code/Credential: Filter by the code number or credential name.

Zap Open Number: Please contact CellGate for this function.

Phone Number: Filter by the phone number assigned to an individual.

Callgroup Name: Filter by the name of the Callgroup that contains specific Users.

Virtual Key Name: Filter by the name given to the virtual key.

Name: The name of the User who triggered the transaction.

Log types: The log that the transaction created (camera taking a picture, gate opens, etc.)

Date: The day and time the transaction occurred.

Timezone: Which timezone the transaction occurred.

Response: If a transaction (such as presenting a credential) was successful, failed, or pending.

Filter by Schedule: Filter by which schedule was active during the transaction.

Filter by Virtual Key: The kind of virtual key used during a transaction (QR code, PIN code, etc)

Below the **Log Filter** box, you will see the **Activity** box.

This shows details on every transaction on every device on the property.

Activity					Export
Happened On	Device	Initiated By	Action	Response	
04/01/2025 11:36 am CST	Gate Status Entria Testing / 88566	Device	Gate Closed	Success	
04/01/2025 10:27 am CST	Camera 1 Entria Testing / 88566	Jesse - Cellgate Support (Admin)	Internal Camera Response Picture	Success	 View
04/01/2025 10:02 am CST	Gate Status Entria Testing / 88566	Device	Gate Closed	Success	
04/01/2025 08:43 am CST	Gate Status Entria Testing / 88566	Device	Gate Closed	Success	
03/31/2025 06:32 pm CST	Gate Status Entria Testing / 88566	Device	Gate Closed	Success	
03/31/2025 12:24 am CST	Watchman Gate Tech Demo / Tech Support Room	Archit (User) Scheduled Event	Gate Opened (hold for 24 hours)	Communication Failure	

- Happened On:** The date, time, and timezone that the transaction occurred
- Device:** Which device triggered the transaction. This could be a gate, camera, etc.
- Initiated By:** If a device or an admin triggered the transaction.
- Action:** This is the action that triggered the transaction, whether a gate closes, a camera takes a picture, a credential is accepted or rejected, etc.
- Response:** If the action was successful or not. If a credential is presented to the device, then it will either be accepted or rejected.

My Account

The My Account page shows contact information for individuals who manage the account and fulfill invoices.

Account Status will show the status of your account. This should be Active, unless you've requested an account status change from Gold Key customer support or if there is an issue with payment.

The screenshot shows the 'My Account' page. On the left, there are three sections: 'Main Contacts', 'Account Contacts', and 'Property Contacts'. 'Main Contacts' is empty. 'Account Contacts' has two entries: 'Account' (Technical Support) and 'Billing' (Cellgate), each with an 'Edit' button. 'Property Contacts' has two entries: 'Commercial Test' and 'Entria Testing', each with 'Delete' and 'Edit' buttons. On the right, the 'Account Status' section shows 'Active' in a green box, 'Account Number: 3596', and 'Timezone: Central Standard Time'. An 'Edit' button is in the top right corner of the 'Account Status' section. A red arrow points from the 'Edit' button to the 'ACCOUNT EDIT' modal below.

Main Contacts	
---------------	--

Account Contacts	
Account	Technical Support
Billing	Cellgate

Property Contacts	
Commercial Test	Delete Edit
Entria Testing	Delete Edit

Account Status
Active
Account Number: 3596
Timezone: Central Standard Time
Edit

Click **Edit** to change the timezone of your account.

The 'ACCOUNT EDIT' modal is shown. It has a title 'ACCOUNT EDIT' and a subtitle 'Edit Account'. There is a 'Timezone' dropdown menu currently set to '(UTC -5) Central Standard Time'. At the bottom, there are 'Save' and 'Cancel' buttons. A red arrow points from the 'Edit' button in the 'Account Status' section of the previous screenshot to the 'ACCOUNT EDIT' modal.

ACCOUNT EDIT
Edit Account
Timezone (UTC -5) Central Standard Time
Save Cancel

Account Contacts

+ Add

Contacts are divided into two types:
Account and **Billing**.

Account identifies the account administrator,
the primary manager of the account.

Billing identifies who handles the account's
invoices and fulfills the account's payments.

Fill out all of the necessary contact information
and click **Save**.



Contact Details

Contact Type	
First Name	
Last Name	
Is Primary Account Contact?	Yes <input checked="" type="button" value="No"/>
Country	United States
Address	
	Unit #
	City
	Zip
Email	
Phone	Phone + Add Another
Notes	Extension

Save

Cancel

Property Contacts				
155 Bg	john	Phone		
		Email		
			Delete	Edit

Under Property Contacts, you will see a list of properties associated with the account.

Each property will have a primary contact, which can be selected using the **Edit** button.

When you select **Edit**, the window to the right will appear.

Select one of the contacts that you created. For information on how to create contacts, consult page 86 of this guide.

You can also add a new contact by clicking the **Add Contact** button. This will bring up a new window (right) to add a new Property Manager User. Fill in the necessary information, choose a password for that User to access the Portal, and click **Add**.

After selecting a contact, click **Save**.

Property Details

Name
Commercial Test

Select Contact

Add Contact

Save

Cancel

Property Details

Name
Commercial Test

Select Contact

Add Contact

Save

Cancel

Add Property Manager User

Property Contact First Name

Property Contact Last Name

Property Contact Phone

Property Contact Email

Password

Password must have minimum 8 and maximum 15 characters with 1 digit.
Password must contain at least 1 lowercase letter.

Repeat Password:

Add

Cancel



Billing

Under the Billing tab, you will see your monthly recurring bill, payment information, and invoices.

Monthly Recurring

Monthly would bill \$39.99 + tax bill every month

Payment Information

[Edit](#)

MONTHLY RECURRING

4 / 2029

Invoice# : ****

155 BG

Front gate (Advantage Plus)

1. #88556 WTM-EVO - Kit Registration pro-rated Charge.	\$30.96
--	---------

2. #88556 WTM-EVO - Kit Registration one time activation Charge.	\$20.00
--	---------

INVOICES

Invoice #	Due On	Total	Paid	Paid On	Status On
(One-Time)	May 2025	\$50.96	\$50.96	05/07/2025	Paid

[View All Invoices →](#)

Payment Information

[Edit](#)

Under Payment Information, you can click **Edit**.

Here you can add credit cards to make payments, and add the contact information for the individuals responsible for those credit cards.

EDIT PAYMENT METHOD

Credit Card

Card ****

[Change Card](#)

Contact

United States



Unit #

Zip

Email

Save

Cancel

To change a credit card, click [Change Card](#)

You'll see the window to the right.

Input the credit card number and the associated individual's name.

Click **Save Card**.

CARD DETAILS

Credit Card

Card number

[Autofill link](#)

Name on the Card

Name on the Card

Save Card

Cancel

Once you've included card information and contact information, click **Save**.

Email

[Save](#) [Cancel](#)



Basic/Advanced Mode

Basic Mode is what you see first on the Dashboard when logging into the Portal.

Switching on Advanced Mode will display several advanced features for each of your devices registered within the Portal.

Advanced Mode

Here are the additional features of Advanced Mode on the Dashboard.

The window below is an example of a single device registered within the Portal.

Commercial Test / install point (Advantage Plus)

Device Id: 81624 Firmware Version | 227.230.3.36

Config

Edit

Logs

Notifications

1

2

3

4

5

	Device Type	Gate Status	Enable/Disable Camera	Actions
Trigger Gate	Watchman Gate Gate 1	Gate Closed (Relay 1)		Edit Hide Logs Schedule
Take Picture	Internal Camera Gate 1			Edit Show Logs Schedule No Image Available
	Gate Status	Unknown		Edit Hide Logs Ignore
	Remote Receiver			Edit Hide Logs

Advanced Mode: Description of Additional Features

1

(Advantage Plus)

This identifies your tier plan:

Basic (voice), **Advantage** (voice, photo), or **Advantage Plus** (voice, photo, and video).

2

Device Id: 81624 Firmware Version | 227.230.3.36

Your device ID number is a unique identifier. This is used by CellGate Technical Support and Customer Support to identify your device and troubleshoot. Firmware Version is the current software loaded onto the device.

3



Allows configuration of the device's relays, receivers, and inputs.
This is described on the next page of this guide.

4



Allows your Dealer to view and operate your inputs (open/close your gates remotely, etc).

5

 Gate Status	Unknown	   
 Remote Receiver		  

You'll get a detailed view of every input into the Watchman devices, such as gate status, Wiegand, REX, and other similar inputs.



Allows configuration of the device's relays, receivers, and inputs.

DEVICE CONFIGURATION

Relay Config

Remote Receiver

Input

Device Name:

install point

Relay 01

Name:

Watchman Gate

Type:

Gate

▼

Relay 02

+ Add

Relay 03

+ Add

Save

Cancel

The **Relay Config** option allows you to add and edit relays on the device.

Each relay controls the on/off state (continuity or non-continuity) of an entrance point: gate, door, etc.

Relay Config

Remote Receiver

Input

Device Name:

Entry Keypad 0W

Name:

Type:

Triggers: ☐ 01 - Watchman Gate (#81624 WTM-S2)
☒ 11 - Internal Camera (#81624 WTM-S2)

Note: It can only trigger relay 1

External Weigand 1W

Name:

Type:

Triggers: ☒ 01 - Watchman Gate (#81624 WTM-S2)
☒ 11 - Internal Camera (#81624 WTM-S2)

Delete

Save

Cancel

This option allows you to connect and configure devices that accept credentials (such as Wiegand devices).

Then you can point those Wiegand devices to open certain relays (door, gate, etc).

Relay Config

Remote Receiver

Input

Device Name:

install point

Input 01

Name:

Gate Status

Type:

Save

Cancel

The **Input** function allows you to add and edit inputs.

These are methods by which devices receive continuity signals: gate status sensor, REX, etc.





GLOSSARY

Access Code: This is a numeric code that can be used to access a property. It is 4-5 digits long and numerically between 0010 and 65534.

Access Methods: These consist of the following: Gate Code, RFID/Card/Clicker, Encrypted Credential, or Smartphone Login.

Callgroups (Video, Voice): Visitors to a property are able to make calls through a Watchman device. That call goes to a group of assigned individuals (dialed in a certain order) named a Callgroup.

Dashboard: This is the first screen you see when you log into the Web Portal at user.zapopen.com with your email address and password. In the Dashboard, you can view all of the property locations on your account, and each device at those locations. You can also view and filter all the installed CellGate devices and their activity logs.

Devices: These are any CellGate product or supported devices, such as Watchman, Entría, EPM, Wiegand readers, etc.

Encrypted Credentials: This is a card or fob used to access a property using Wiegand technology.

First-In Schedule: This makes the beginning of a schedule (such as a gate being held open for entry) contingent upon someone with proper credentials opening the gate. For example, perhaps a department store creates a schedule for their doors to be held open from 6am to 10pm. However, they also require First In authorization. This means that the doors will not open until an employee with credentials arrives and opens the doors. After that, the schedule will trigger and the doors will hold open until 10pm.

Group Code: This automatically generates when creating a spreadsheet of User information for uploading to the Portal.

Groups: A Group is a set of Users that have the same permissions to enter the property. They all have the same time restrictions, location restrictions, gate restrictions, etc.

Inputs: These are methods by which devices receive continuity signals: gate status sensor, REX, etc.

Import Validator: This can be used to import large spreadsheets of resident information, so you don't have to manually enter it into the Portal.

Individual Keys: Individual keys are permanent keys given to individuals for continued use. By default, individual keys don't inherit the restrictions of the User that creates the keys.

Logs: Logs keep a record of every interaction (called *transactions* in the Portal) that people have with every device on your property.

My Account: This page shows contact information for individuals who manage the account and fulfill invoices.

Ports: These are gates and doors that the devices control. Multiple ports can attach to each device.

Restrictions: These allow you to control how Users and Groups access the property. You can control which gates and doors they can open, what time they can open them, and set exceptions.

Relay Configuration: The Relay Config option allows you to add and edit relays on the device. Each relay controls the on/off state (continuity or non-continuity) of an entrance point: gate, door, etc.

Remote Receiver: This option allows you to connect and configure devices that accept credentials (such as Wiegand devices). Then you can point those Wiegand devices to open certain relays (door, gate, etc).

Schedules: Schedules are time periods that devices, gates, and doors are able to be accessed, held open for a certain amount of time, or access restrictions imposed upon specific Users. The same schedules can be imposed on multiple devices and multiple Users simultaneously.

Single-Use Keys: A single-use key is meant to be used once. This is ideal for delivery drivers, or any other visitors that only need to access the property once.

Smartphone Login: This is an access method that allow Users to enter a property. Users can trigger a gate, door, or camera with the CellGate App or User Portal.

Templates (Schedule Templates, User Group Restriction Templates): Templates allow you to impose the same open/close schedules on multiple devices and the same access restrictions on multiple users (Groups).

Temporary Event Keys: A temporary event key is meant for multiple people to enter the property during a limited period of time. This type of key is intended for parties and other gatherings.

User Group: The Group that a User is placed in.

User Admin Roles: These roles have different permissions to access the Portal and App.

Property Manager: Can create and edit users and set up recurring schedules. It has full access to the CellGate app but cannot add codes from there.

Account Admin: Has full admin privileges in all areas of the portal and app. It can also create codes from the CellGate app.

Billing Admin: Can input and update billing information, including credit card info. It has no app permissions and no visibility to the rest of the Portal.

Site Admin: Can create and edit users and set up recurring schedules. It has full access to the CellGate app but cannot add codes from there.

Read Only Admin: Can view all Portal tabs but cannot add or edit any information. It has no CellGate app access.

Users: A User is anyone who has been given an account within the Portal.

User Types: These are different levels of access to the Portal.

Admin: Can create and edit users and set up recurring schedules. It has full access to the CellGate app but cannot add codes from there.

Resident/Employee: Can make changes to their assigned Callgroup but cannot access any other area of the Portal. This type can access the CellGate app to send Momentary Open commands but cannot add codes or take pictures.

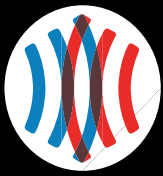
Visitor: Has no access to the Portal or app. They are assigned temporary access methods, such as temporary event keys and single-use keys.

No Access: Has no access to the Portal or App. Any credentials a user has when moved to this Role will be invalidated. Codes and credentials assigned to users under this Role will not work.

Virtual Keys: Virtual keys are digital access methods that do not require a physical fob or card.

Wiegand Code: This digital code is auto-generated and embedded in a credential (card or fob).





Field Repair Kit

Parts & Accessories

by cellgate



- > Commonly needed replacement parts
- > Verified repair parts replaced at no-charge

MSRP \$145

Place orders at orders@Cell-Gate.com

Part Number

FIELD-REPAIR-KIT

Parts Included:

CB-Talkmanblue
CB-Watchmanblue
LCK-112
M2-SPK
MAG-100
PWR-200
ISOLATION RELAY
CBL-ES-500
CBL-830
CBL-840

Streamline Repairs

- No RMA needed for kit parts
- Easy replenishment

Reduce Downtime

- Keep Field Repair Kit on trucks
- No repeat trips

Save Time & Money

- No-charge replacements
- Reduces cost for field repair



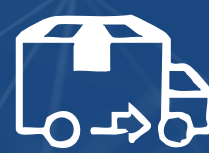
Contact Our
Support Team



Troubleshoot
Issue



Complete Repair
with Kit Part



Part Delivered
Free of Charge



TOTAL PROPERTY SECURITY ACCESS

Wireless where you need it. Wired where you have it.

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UNMATCHED SUPPORT

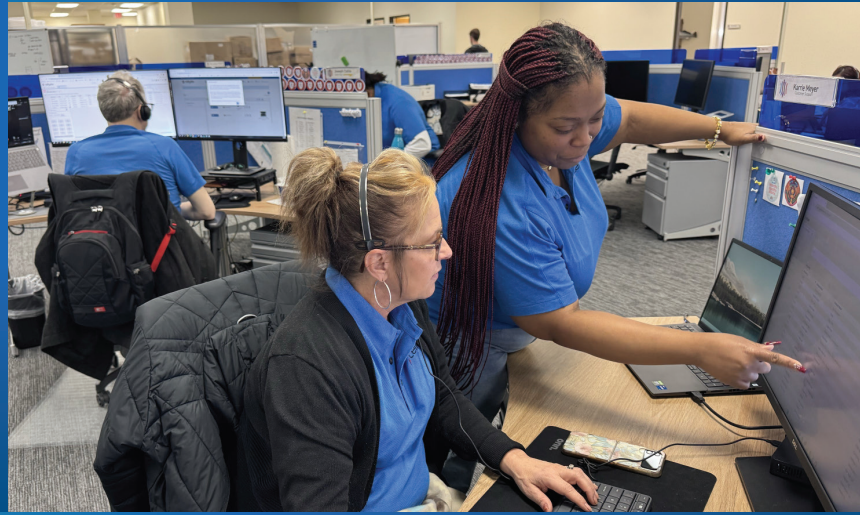
White Glove Service Throughout the Entire Life Cycle of the Customer Journey

What Is Gold Key Service?

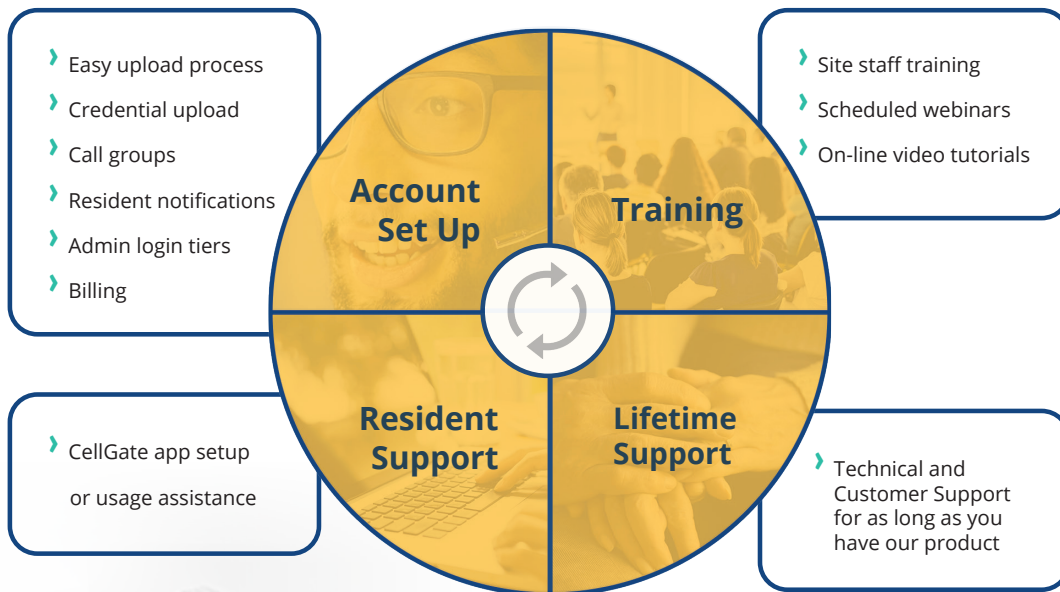
Gold Key is our unique branded level of customer service that we provide to both the installing dealer and the property owner/manager(s) of multi-family, HOA and enterprise markets. Gold Key Service is available for the life of a product.

How Is It Different?

Gold Key team members are SME's (Subject Matter Experts) in multi-family, HOA, and commercial access control solutions. They have one objective — to provide seamless account set up, service activation credential uploads and post installation support.



What **Gold Key** Service **Includes**



Still Have Questions?

Please call us at **855.694.2837 x 3** or visit our website to send us a message.

Unmatched Service

Our Gold Key service for the CellGate app, TrueCloud Connect™ and end user administration is unmatched in the access control industry, and is one of the many reasons we have a 98% annual customer retention rate.

98%

Annual Customer Retention Rate



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Wireless where you need it. Wired where you have it.

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